



Customer Satisfaction Survey: Mediation Services

COLORADO DIVISION OF ADMINISTRATIVE HEARINGS

1120 Lincoln Street, Suite 1400, Denver, CO 80203 (303) 764-1400

Please return completed surveys to the Survey Collection Box in our main reception area, by mail to the address above, or by fax to (303) 764-1401.

The Division of Administrative Hearings consistently seeks to improve the performance of our judges and staff. Please take a moment to complete this evaluation form in order to assist us in improving our alternative dispute resolution process. We value your opinions and comments.

What type of case was mediated?

- ☐ Professional or occupational licensing
- ☐ Department of Human Services: Central Registry
- ☐ Department of Human Services: Other
- ☐ Department of Health Care Policy and Financing or Medicaid
- ☐ Worker's Compensation
- ☐ Other (please describe _____)

Who was the mediator in your case?

What was the result of the mediation? Did the case:

- ☐ Settle completely ☐ Settle in part ☐ Not settle at all ☐ Unknown

Please check the category that best describes you:

- ☐ Private party without an attorney
- ☐ Private party with an attorney
- ☐ An attorney representing a private party
- ☐ An attorney representing a government agency
- ☐ A non-attorney representing a government agency

How many mediations have you been involved in at the Division of Administrative Hearings in the past 12 months? _____

Thank you for your responses!

I. HOW WOULD YOU RATE THE MEDIATOR'S PERFORMANCE? (circle one)

The mediator demonstrated neutrality and impartiality.	Yes	No	No Opinion
The mediator explained the process clearly.	Yes	No	No Opinion
The mediator understood the issues in the case.	Yes	No	No Opinion
The mediator helped the parties generate realistic options.	Yes	No	No Opinion
The mediator took constructive steps to move the parties toward settlement.	Yes	No	No Opinion

II. WRITTEN COMMENTS

What were the positive aspects of the mediator's attitude and behavior toward participants in the mediation, and what could this mediator do to improve his or her attitude and behavior?

What were this mediator's strengths in mediation, and what can this mediator do to improve his or her mediation skills?

Is there anything the Division of Administrative Hearings can do to serve you better in alternative dispute resolution?

Do you have any additional comments?